
Training-to-Competency Matrix and Reference Guide for

Technical Communication

for DOE Technical Qualification Standards

Developed by
Oakland Operations Office

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Foreword

This matrix was developed by first reviewing all the technical communication objectives for all technical qualification standards. As a result of the review, eight main categories of training surfaced. Headquarters and Operations Office training coordinators were surveyed to identify training courses that they would recommend to meet the requirements of these eight categories.

Approximately half of the offices responded to the query, and supplemental research was conducted using the DOE-wide online training database. Information taken from this search was verified with the course providers to ensure that the courses were still available and current.

This matrix in no way represents all the possible courses available to meet technical communication requirements. It is a good starting place for courses that other DOE organizations have found helpful and cost-effective. The courses listed under each category are options for any of the standards/competencies also listed under that category. Unless otherwise noted, the cost represents the cost per attendee.

If you have any questions or recommendations, please call Margaret Smeaton at DOE Oakland (510)637-1840.

Table of Contents

General Communication Skills	4
Interpersonal Skills	5
Technical Writing	6
Conflict Resolution	7
Briefings/Presentations.....	8
Departmental Organization, Structure, Elements, and Contractors (Internal Communication)	9
Communication with External Organizations (stakeholder, regulatory, state and local agencies; media; public affairs)	10
Freedom of Information Act.....	11

General Communication Skills

Standard—Competency Objective	Course Options	Hours	Source	Cost
Civil/Structural Engineering—3.1 Construction Management and Engineering—3.1 Electrical Systems—3.1 Environment, Safety and Health Resident—3.1 Environmental Compliance—3.1, 4.11 Environmental Restoration—3.1, 4.6 Facility Maintenance Management—3.1 Fire Protection—3.1 General Technical Base—8.1 Instrumentation and Control—3.1, 4.9 Mechanical Systems—3.1 Nuclear Safety Systems—3.1 Occupational Safety—3.1 Safeguards and Security—3.1 Technical Manager—4.8 Waste Management—3.1	General Technical Base Qualification Standard Section 8 “Technical Communications” ITV Broadcast	2	Central Training Academy 505-845-5170 x310	\$0

Interpersonal Skills

Standard—Competency Objective	Course Options	Hours	Source	Cost
General Technical Base—8.1	Interpersonal Skills	6	Fred Pryor Seminars 800-255-6139	\$89

Technical Writing

Standard—Competency Objective	Course Options	Hours	Source	Cost
Civil/Structural Engineering—3.1 Construction Management and Engineering—3.1 Electrical Systems—3.1 Environment, Safety and Health Resident—3.1 Environmental Compliance—3.1, 4.11 Environmental Restoration—3.1, 4.6 Facility Maintenance Management—3.1 Fire Protection—3.1 General Technical Base—8.1 Instrumentation and Control—3.1, 4.9 Mechanical Systems—3.1 Nuclear Safety Systems—3.1 Occupational Safety—3.1 Safeguards and Security—3.1 Technical Manager—4.8 Waste Management—3.1	Advanced Writing and Interviewing	16	Effective Communications Group 800-444-2942	\$535
	Effective Technical Writing	24	American Management Association 800-262-9699	\$1150
	How to be a Better Technical Writer	8	Keye Productivity Center (through OH) 513-865-3110	\$98
	Report Writing	24	USDA Graduate School 202-401-9194	\$385
	Technical Writing	16	General Physics 800-348-6565	\$365
	Technical Writing	24	USDA Graduate School 202-401-9194	\$395
	Writing Advantage	8	Franklin Quest 800-869-1776	\$170

Conflict Resolution

Standard—Competency Objective	Course Options	Hours	Source	Cost
Environmental Compliance—3.1, 4.11 Environmental Restoration—3.1, 4.6 Safeguards and Security—3.1 Waste Management—3.1	Conflict Resolution	6	CareerTrack 800-423-3001	\$79
	Conflict Resolution	6-8	Dr. Art Lange 714-675-5102	\$3500/ class
	Constructive Conflict Resolution	24	USDA Graduate School 202-401-9194	\$385
	How to Handle Conflict and Manage Anger	8	National Seminar Group (through OH) 513-865-3110	\$99
	How to Manage Conflict & Maintain Emotional Control	8	National Business Women's Leadership Association (through OH) 513-865-3110	\$79
	How to Resolve Conflict, Manage Anger & Control Emotions	8	Fred Pryor Seminars 800-255-6139	\$99

Briefings/Presentations

Standard—Competency Objective	Course Options	Hours	Source	Cost
Civil/Structural Engineering—3.1	Effective Briefing Techniques	24	DOE-HR <i>Joe Schubert</i> 202-426-1384	\$0
Construction Management and Engineering—3.1				
Electrical Systems—3.1				
Environmental Compliance—3.1, 4.11	Effective Presentation Skills	8	National Seminar Group (through SPR)	\$4,000/ class
Environmental Restoration—3.1, 4.6			<i>Tammy James</i> 504-734-4382	on-site
Environment, Safety and Health Resident—3.1				
Facility Maintenance Management—3.1	Effective Presentation Skills	8	General Physics 800-348-6565	\$275
Fire Protection—3.1				
General Technical Base—8.1	How to Think and Speak on Your Feet	8	Padgett Thompson (through OH) 513-865-3110	\$139
Instrumentation and Control—3.1, 4.9				
Mechanical Systems—3.1	Making Presentations Work	24	USDA Graduate School 202-401-9194	\$385
Nuclear Safety Systems—3.1				
Occupational Safety—3.1	Presentation Techniques	16	DOE-CTA 505-845-5170 x310	\$0
Safeguards and Security—3.1				
Technical Manager—4.8	Visual Aids for Presentation	16	American Management Association 800-262-9699	\$945
Waste Management—3.1				

Departmental Organization, Structure, Elements, and Contractors (Internal Communication)

Standard—Competency Objective	Course Options	Hours	Source	Cost
Civil/Structural Engineering—3.1 Construction Management and Engineering—3.1 Electrical Systems—3.1	Contractor Communication	Unknown at this time	Bottom Line (through SPR) <i>Tammy James</i> 504-734-4382	Unknown at this time
Environment, Safety and Health Resident—3.1 Environmental Compliance—3.1, 4.11 Environmental Restoration—3.1, 4.6 Facility Maintenance Management—3.1 Fire Protection—3.1 General Technical Base—8.1 Instrumentation and Control—3.1, 4.9 Mechanical Systems—3.1 Nuclear Safety Systems—3.1 Occupational Safety—3.1 Safeguards and Security—3.1 Technical Manager—4.8 Waste Management—3.1	Departmental Elements	CBT	DOE-NV <i>Audrey Clark</i> 702-295-0954	\$0

Communication with External Organizations (stakeholder, regulatory, state and local agencies; media; public affairs)

Standard—Competency Objective	Course Options	Hours	Source	Cost
Civil/Structural Engineering—3.1 Construction Management and Engineering—3.1 Electrical Systems—3.1	Dealing with the Media	Unknown at this time	DOE-SPR <i>Tammy James</i> 504-734-4382	\$10,000/class ss on-site
Environment, Safety and Health Resident—3.1 Environmental Compliance—3.1, 4.11 Environmental Restoration—3.1, 4.6 Facility Maintenance Management—3.1 Fire Protection—3.1 General Technical Base—8.1	Knowing Your Stakeholders (EM)	8	DOE-EM <i>Carol MacKay</i> 202-586-3597	\$0
Instrumentation and Control—3.1, 4.9 Mechanical Systems—3.1 Nuclear Safety Systems—3.1 Occupational Safety—3.1 Safeguards and Security—3.1 Technical Manager—4.8 Waste Management—3.1	Media Skills Training	4	video/class (through NV) <i>David Valentine</i> 415-457-4804	\$600/ 15 people
	Public Participation/Planning	Unknown at this time	Apex Technology 301-428-1323	Unknown at this time
	Working with the Media: Winning Public Relations	16	The Brooking Institution 800-552-5450	\$885

Freedom of Information Act

Standard—Competency Objective	Course Options	Hours	Source	Cost
Instrumentation and Control—3.1	The Freedom of Information and The Privacy Act Workshop	2	USDA Graduate School 202-401-9194	\$275